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ATTORNEY'S DOCKET NO: C0441/7166

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,232
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR SERVICE ANALYSIS IN
SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents
Washington, D.C. 20231

Transmitted herewith is/are the following document(s):

- ☒ 21 Sheets of Formal Drawings
- ☒ Second Preliminary Amendment
- ☒ Notice To File Missing Parts
- ☒ Declaration

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

Enclosed is a check in the amount of \$130.00 for the fee for filing missing parts. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED
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COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

9-19-00
DATE

THERESE HENDRICKS

By:
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Docket No. C0441/7166
Dated: September 18, 2000
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PERFORMANCE LETTER



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UNITED STATES DEPARTMENT OF COMMERCE
Patent and Trademark OfficeAddress: COMMISSIONER OF PATENT AND TRADEMARKS
Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/577,232	05/23/2000	Lundy Lewis	C0441/7166 (TAH)

Therese A Hendricks
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COPY

Date Mailed: 08/03/2000

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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